



TRANSITIONING FROM CO-WORKER TO SUPERVISOR Room Code 2009

www.tcrmf.org



ABOUT THE FUND

The Texas Council Risk Management Fund (the Fund) is a self-insurance pool formed by Texas community centers to provide expert resources and access to a customized insurance program for its members.

The Fund provides workers' compensation, liability, and property coverage programs for its member centers. Through the Fund, members pool their risks and combine resources to obtain greater stability and economies of scale for risk management. In addition to self-insurance coverage, members receive risk management, legal, and loss prevention services tailored to meet their needs.

MEET OUR TRAINING TEAM



Dan Hernandez

Training Manager



Catherine Hood

Training & Development
Consultant



Charita Ray-Blakely

Training & Development
Consultant



Justin Becker

Training & Development
Consultant

Talking points

- Understanding the role shift
- Mindset shifts
- Managing relationships
- Establishing credibility
- Communication Skills
- Some possible challenges
- Key takeaways



UNDERSTANDING THE ROLE SHIFT

From Co-worker to Leader

- Being promoted changes *how* others relate to you—even if *you* feel the same.

Key differences:

- You are now accountable for results, not just tasks
- You represent leadership, even when/if you disagree privately
- Conversations may need to be more direct and structured
- Fairness and consistency matter more than friendships
- Relationships have changed

COMMON TRANSITION MISTAKES

- Wanting to stay pals with your former co-workers
 - Asserting your new authority too harshly
 - Thinking you already know everything
- Not holding people (friends) accountable
 - Not delegating; trying to do everything yourself
 - Not clarifying expectations
 - Not preparing for resistance/resentment



WAYS TO HANDLE RESENTMENT

- Acknowledge the discomfort
 - Stay focused on team goals
 - Model the behavior
- Communicate respectfully
 - Be consistent
 - Encourage collaboration

MINDSET SHIFTS FOR NEW SUPERVISORS

What You Must Let Go Of

- Gossip or venting about leadership decisions
- Avoiding difficult conversations to keep peace
- Favoring former friends (or avoiding them altogether)

MINDSET SHIFTS FOR NEW SUPERVISORS

What You Must Take On

- Making decisions for the good of the entire team
- Setting clear expectations—even when it's uncomfortable
- Addressing performance issues early and professionally

MINDSET SHIFTS FOR NEW SUPERVISORS

Key Message: Leadership is not about popularity—it's about trust and consistency.



MANAGING RELATIONSHIPS WITH FORMER COWORKERS

Setting Healthy Boundaries

- You don't need to announce a “new you,” but your actions should reflect your new role.



MANAGING RELATIONSHIPS WITH FORMER COWORKERS

Best practices:

- Be transparent about expectations
- Treat everyone consistently
- Avoid oversharing personal opinions about work decisions
- Redirect inappropriate conversations respectfully
- Don't get dragged in to drama

MANAGING RELATIONSHIPS WITH FORMER COWORKERS

Example Response:

“I want to keep our conversations professional and focused on work, now that I’m in this role.”



ESTABLISH CREDIBILITY EARLY

How New Supervisors Earn Respect and Trust

- Follow through on commitments
- Be clear, not vague
- Admit when you don't know something and find out the answer
- Admit when you are wrong
- Apply rules and standards consistently
- Don't acquiesce

WHAT BUILDS CREDIBILITY FASTEST

- Listening before acting
- Being fair, not reactive
- Be consistent
- Supporting your team publicly and addressing issues privately
- Building rapport

WHAT DAMAGES CREDIBILITY

- Not being trustworthy
- Micromanaging
- Playing favorites
- Not holding employees accountable
- Avoiding conflict
- Withholding information

COMMUNICATION SKILLS THAT MATTER MOST

Clear Expectations

Your team should know:

- What success looks like
- Who is responsible for what
- How performance is measured



COMMUNICATION SKILLS THAT MATTER MOST

Difficult Conversations

Handle issues early using:

- Facts, not opinions
- Specific behaviors, not personality
- Clear impact and expectations

COMMUNICATION SKILLS THAT MATTER MOST

- Framework:

Base performance and behavior discussion on facts.

“When [behavior], the impact is [result]. Going forward, I expect [clear change].”

- Tardiness
- Missing deadlines
- Not responding to emails
- Disrespectful behavior toward a co-worker

COMMON CHALLENGES & HOW TO HANDLE THEM

Challenge: *“You’ve Changed”*

Response:

“I have new responsibilities now, but I still respect this team and want us to succeed together.”

COMMON CHALLENGES & HOW TO HANDLE THEM

Challenge: Resentment or Pushback

- Stay calm and consistent
- Don't over-explain or get defensive
- Focus on behaviors, expectations and outcomes

COMMON CHALLENGES & HOW TO HANDLE THEM

Challenge: Former Close Friend on the Team

- Treat them the same as everyone else
- Avoid discussing confidential topics
- Address issues directly, not informally

COMMON CHALLENGES & HOW TO HANDLE THEM

Challenge: Lack of Confidence

- Based your decisions and interventions on facts
- Be consistent and follow through
- Find a mentor to process situations and provide feedback

KEY TAKEAWAYS

- You can be respectful and respected without being “one of the group”
- Leadership requires clarity, consistency, and courage
- Boundaries protect both you and your team. You can still care about your employees and maintain professional boundaries
- Trust is built through actions and behaviors, not titles and power
- You are not on your own. Use your resources

QUESTIONS?

tcrmf.org



THANK YOU



Dan Hernandez

Dan.Hernandez@
Sedgwick.com



Catherine Hood

Catherine.Hood@
Sedgwick.com



Charita Ray-Blakely

Charita.Ray-Blakely@
Sedgwick.com



Justin Becker

Justin.Becker@
Sedgwick.com



THANK YOU



CONTACT US



office@tcrmf.org



www.tcrmf.org